

**State of Illinois
Department of Central Management Services
Bureau of Personnel
Springfield, Illinois 62706**

Supplementary Examination Announcement

SWITCHBOARD OPERATOR I – 44411

Monthly Salary Range: \$2135 - \$2792

Regular Test - No Option

Option CH – Chinese Speaking

Option RN – Russian Speaking

Option SS - Spanish Speaking

All selected options may be listed on one application.

General duties: A Switchboard Operator I under direct supervision, performs routine and repetitive work in operating a PBX switchboard, primarily involving responsibility for accuracy and speed in placing and answering calls; remembers names and locations of personnel in the agency; performs simple clerical work and maintains simple records involved in incoming and outgoing calls; additionally may perform simple and incidental clerical work which may involve operation of other simple office machines (including the typewriter when such work is incidental and less than full level skills are necessary); may operate paging and two-way radio equipment.

Desirable training and experience: Four years high school; or equivalent training and experience.

Knowledges tested: Filing; English Usage; Written Instructions; Interpersonal Communications.

Tests and weights: Automated multiple-choice test 100%.

****NOTE: PER THE PERSONNEL RULES AN APPLICANT SHALL NOT BE PERMITTED TO RETAKE A MULTIPLE-CHOICE AND/OR PERFORMANCE EXAMINATION UNTIL 30 DAYS HAS ELAPSED.**

Length of eligibility period: One year.

(Continued on reverse side)

EXAMINATION SCHEDULE (EXCEPT FOR STATE HOLIDAYS)

Examinations may be cancelled without further notice as needs are met.

FLEXIBLE SCHEDULE TESTING:

Monday, Tuesday, Wednesday and Thursday between the hours of 8:00 a.m. – 1:30 p.m.:

CHICAGO: James R. Thompson Center, 100 W. Randolph, Suite 3-300, Chicago, IL 60601

Monday, Tuesday, Wednesday and Thursday between the hours of 8:00 a.m. – 2:00 p.m.:

SPRINGFIELD: Capitol City Center, 130 W. Mason Street, Springfield, IL 62702

BY APPOINTMENT ONLY:

CHAMPAIGN: State Regional Office Bldg., 2125 South First St., Telephone 217/278-3435

MARION: State Regional Office Bldg., 2309 West Main Street, Suite 126, Telephone 618/993-7005

ROCKFORD: E.J. "Zeke" Giorgi Center, 200 South Wyman, Telephone 815/987-7004

ILLINOIS BELL RELAY: (voice user) 800/526-0857 (TTY user) 800/526-0844

AN EQUAL OPPORTUNITY EMPLOYER

Option CH – Chinese Speaking: At the time of the job interview, the eligible will be required to exhibit the ability to understand and speak Chinese and English fluently. Failure to exhibit this ability will result in disqualification for this option.

Option RN - Russian Speaking: At the time of the job interview, the eligible will be required to exhibit the ability to understand and speak Russian and English fluently. Failure to exhibit this ability will result in disqualification for this option.

Option SS - Spanish Speaking: At the time of the job interview, the eligible will be required to exhibit the ability to understand and speak Spanish and English fluently. Failure to exhibit this ability will result in disqualification for this option.

Counties in which positions are established: Adams, Clinton, Cook (CH) (RN) (SS), DuPage (SS), Edgar, Effingham, Kane (SS), Kankakee, Lake (SS), LaSalle, Lee, Livingston, Madison, Morgan, Peoria, Randolph, St. Clair, Sangamon, Union, Will (SS), Winnebago.

(CH) Indicates Chinese Speaking Option is also established in that county.

(RN) Indicates Russian Speaking Option is also established in that county.

(SS) Indicates Spanish Speaking Option is also established in that county.

Counties listed include all counties in which positions have been established, and does not represent immediate openings. This listing is based on information currently available and is subject to change.